



# Waterwrap<sup>®</sup>

May – July 2021



## Looking to make your home water efficient? We can help!

Our water is too precious to waste. For more than 20 years, we've been helping our customers save thousands of litres of water by fixing leaks and installing water efficient devices.

Our WaterFix<sup>®</sup> plumbers (or your local plumber) can check your home for leaks and repair or replace leaking taps, toilets and showerheads.

It's never been easier to save with WaterFix<sup>®</sup>. Visit [sydneywater.com.au/waterfix](https://sydneywater.com.au/waterfix) to see our latest offer and read the terms and conditions.



## Our prices change on 1 July

New prices for water, wastewater and stormwater services apply from 1 July 2021.

Our prices are set by the Independent Pricing and Regulatory Tribunal (IPART) and are adjusted for the rate of inflation at the start of each financial year.

We'll publish the new prices on our website from late June 2021. To find out more, visit [sydneywater.com.au/ourprices](https://sydneywater.com.au/ourprices)



Sydney  
**WATER**

## Testing our sewage for traces of the COVID-19 virus

Did you know that we're working with NSW Health on the COVID-19 Sewage Surveillance Program?

We helped develop a ground-breaking method to detect traces of the COVID-19 virus in raw wastewater (sewage) and provide early warning of an increase in infections.

Our West Ryde Laboratory is the only lab in NSW able to do this analysis. The project is being recognised globally as a leading sewage surveillance program and we even won the NSW Australian Water Association Research Excellence Award in February 2021!

For more information, please visit [sydneywater.com.au/covid](https://sydneywater.com.au/covid)



## Sydney Desalination Plant update

Since 27 March 2020, the desalination plant has been operating at reduced capacity.

The extreme wet weather in March 2021 created a risk of poor water quality from the dams, so the plant needed to increase its production temporarily. Keeping the desalination plant running reduces the pressure on our treatment plants and ensures we continue to deliver high quality drinking water for Greater Sydney.

We'll continue to monitor the situation and provide updates on our website. Please visit [sydneywater.com.au/desalination](https://sydneywater.com.au/desalination) for more information.

We estimate that keeping the plant running for the 12 months to March 2021 will cost the average household about \$10 a year more in total compared to turning the plant off completely.

## Your water

During January to March, our monitoring confirmed that the drinking water we delivered to you was high quality and safe. We're proud to supply you with high quality, safe drinking water managed under our quality systems. Sydney's drinking water is among the world's best. WaterNSW manages Sydney's catchments to provide the best quality water. We filter this water and continuously monitor it to ensure it meets strict health guidelines and quality standards.

A detailed quarterly water quality report is available free of charge at [sydneywater.com.au/wateranalysis](https://sydneywater.com.au/wateranalysis)

## Contact us

Call us on 13 20 92

Write to us at Sydney Water  
PO Box 399, Parramatta NSW 2124

Report a leak or fault on 13 20 90

Visit us online at [sydneywater.com.au](https://sydneywater.com.au)

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## We speak your language

For a free phone interpreter service, call 13 14 50

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